JOB DESCRIPTION

Position Title:  Assistant Case Manager
FLSA:  Non-Exempt
Reports To:  Chief Medical Officer
Supervises:  This position does not supervise any other employees
Date Issued:  April 2016

Primary Function:
Assists case manager in coordinating healthcare activities and resources for patients. Targeted patients may include those in special population groups identified as at-risk for poor health outcomes or any patient requiring assistance.

Principal Duties and Responsibilities:
1. Performs intake assessment and registration for substance abuse patients.
2. Schedule initial and follow-up patient appointments with the Certified Addictions Counselor.
3. Works with providers to identify new patients for this program.
5. Assists Licensed Clinical Social Worker and Certified Addictions Counselor in completing individual treatment plans.
6. Assists patients to access ancillary services, including mental health, substance abuse, dental care, and nutritional counseling.
7. Works with substance abuse provider and team to maximize treatment adherence, and to resolve issues compromising compliance.
8. Assists patients and providers with accessing community resources. This includes maintaining an active resource file, and assisting with referrals.
9. Acts as a resource for providers and staff in determining services available and funding available for special patient populations.
10. Works with Licensed Clinical Social Worker and Certified Addition Counselor to maintain and implement tracking system for authorizations and referrals.
11. Documents telephone contacts with patients and keeps records of the outcome of interventions.
12. Provides follow-up services as requested by the provider or counselor as indicated by the needs of the patient. Coordination of transportation for patients when necessary.
13. Assists eligible patients in enrolling in pharmacy assistance, TAP, MADAP, and other programs as eligible.
14. Provides service reports as requested by administrative team or funding services.
15. Performs other duties assigned.

This job description provides a summary of the major duties and responsibilities performed by individuals in this position. Incumbents may be asked to perform other tasks not specifically written in this job description. These additional duties and responsibilities may be assigned as deemed by the Chief Executive Officer.
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Minimum Knowledge, Skills, and Abilities:
1. High School Diploma or equivalent required.
2. Minimum 1 year experience in addition counseling preferred.
3. Strong team player with excellent organizational skills.
4. One year of clinical experience in an ambulatory care setting with knowledge of eligibility screening or case management.
5. Knowledge of community health and human services desired.
6. Some knowledge of local community resources.
7. Bilingual (English/Spanish) a plus.

Communication:
1. Internal: Superior customer service skills required. This includes tact working with patients, families, and visitors.
2. Works in a team environment with the other clinical staff.
3. External: Excellent verbal communication skills when answering and returning telephone calls.

Working Conditions:
1. Typical medical office setting.
2. Assignments to particular sites, schedules and hours can be changed at any time with reasonable notice and maybe include weekend hours.
3. Ability to respond quickly and effectively to many types of situations, including crisis situations.
4. Ability to manage stress and stress related symptoms due to interacting with clients in crisis.
5. Will require driving between health centers.

Physical Requirements:
1. Prolonged sitting, chiefly at a computer terminal
2. Occasional bending, stooping and stretching
3. Requires eye-hand coordination and manual dexterity sufficient to operate a computer, telephone, calculator, and other office equipment.
4. Requires normal range of hearing and eyesight to record, prepare, and communicate in writing, in person and by phone.
5. Requires occasional lifting up to 25 pounds.

Core Values:
Teamwork · Quality · Respect · Professionalism · Commitment

How to Apply:
All interested applicants MUST apply through our recruitment portal. To do so please copy and paste the below URL address into your web browser.

https://home2.eease.adp.com/recruit/?id=18593552

No telephone calls please.

It is the policy of Greater Baden Medical Services to ensure equal employment opportunity for all persons without regard to race, color, religion, sex, national origin, age, status as a qualified person with a disability, veteran status, marital status, genetic information, union affiliation, actual or perceived sexual orientation or any other characteristic protected by federal, state, or local law.